

Service Type	Cloud Design & Strategy
Transputec is a reseller of Amazon Web Services and Microsoft Azure offering necessary consulting and support services for the implementation and ongoing support thereof. Service Description The Cloud Design and Strategy service provides advisory, assessment, and planning support to help organisations design effective cloud architectures and define clear cloud adoption road maps. The service focuses on AWS and Microsoft Azure environments, aligning cloud technology with business, security, and operational requirements. It covers cloud migration planning, capability and gap analysis, enterprise architecture design, architecture options assessment, and delivery road mapping to support secure, scalable, and cost-effective cloud adoption. Services Overview Service Features: • AWS and Azure cloud strategy development • Cloud readiness and migration planning assessments • Capability analysis and cloud maturity reviews • Enterprise and solution architecture design • Cloud gap assessments and remediation planning • Architecture options analysis and recommendations • Delivery road maps and phased implementation planning Service Benefits: • Clear and structured approach to cloud adoption • Reduced technical and delivery risk • Architectures aligned to business and security needs • Improved decision making through options analysis • Predictable delivery through defined road maps • Optimised use of AWS and Azure platforms Service Constraints The suite of services that are provided by each vendor – these can be modified or withdrawn at the vendors timelines, we will endeavour to communicate any such service impacting changes as soon as possible. • Any such pricing changes will be communicated in line with vendor guidelines. • Transputec may act as master payer for each of the vendor services and will invoice the client directly based upon the agreed payment schedules. • By paying for said vendor services, the client will be accepting the vendors terms and conditions for use of such services. Service Levels All services provided by Transputec are 24x7x365.	

After Sales Support

Transputec provide a complete cloud managed service 24x7x365, for details of the services provided please see the service descriptions above.

Technical Requirement

Not applicable although the vendor may change or withdraw advertised services either globally or for specific geo-locations.

Outage and Maintenance Periods

Where relevant and if site and service resilience is not implemented, then Transputec will carry out monthly maintenance periods to patch relevant services, optimise configuration or resolve any underlying non-time critical request or issues. These will be generally carried out, outside of normal UK working hours unless agreed otherwise.

Security and Compliance

The service incorporates security by design principles, including alignment with cloud security best practice, identity and access management considerations, data protection requirements, and resilience planning. Recommendations are aligned to recognised security standards and AWS and Azure security frameworks.